

Below is a copy of a letter I posted on a consumer advocate board. It explains my problem I had with Comcast Cable. -

On monday april 28th, I had a scheduled appt for 8-11 as I had to go to work at 11 (which I explained to the man who set the appt). When no one showed up, I called, was told he would call me back within 15 minutes. An hour later I called and spoke to a VERY rude woman who told me that I had scheduled my appt for 11-2. When I explained to her that was not the case, she (very rudely) basically told me tough, I had scheduled 11-2 and there would be someone here by 2. I was then put on hold to speak with a supervisor, and subsequently hung up on before I was able to speak with one. When I called right back and hit 0 and asked to speak with a supervisor, I was told I could not, that they were in a meeting. When I explained I was just on hold to speak with one and hung up on, I was rudely told that this was probably why I was hung up on. I subsequently cancelled my install as I was very upset and already lost my day of work (adding up to about \$100 out of my pocket). Then at 1:30, the installer calls me to tell me he is on his way - they had not even bothered to tell him I had cancelled!

Today (April 30th) I had Dish out and was told I couldn't have it because there was no where to ground (it's an apartment) and not a good line of site. So I attempted to call comcast and resolve my issues again. No one would allow me to speak with anyone without giving them my life's history. I was on hold waiting for a supervisor for 25 minutes before I was told I had to leave a msg or be disconnected because she had to answer X amount of calls a day. I called another line to get in touch with a supervisor and was again told tough - my only option was to reschedule, I could not speak directly to a supervisor, and there would be no compensation for my troubles.

I attempted to email thru the site and received an automated letter stating that emails could not be replied to in my area.

So once again the monopoly wins - I either pay them way too much for bad service, or I use rabbit ears to get in just a few channels very fuzzily. Hence why I need contact info. They won't get my money, but someone who cares (if there is such a person there) needs to know why.